clickfree™
Automatic Backup

C2 Products- User Manual

C2

C2 Rugged

C2 Network

C2 Wireless

For Microsoft Windows Users

Version 1.00

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1 Definitions and Introduction

1.1 Definitions

To ensure this user guide is easily understandable, the following terms, as defined below, are used throughout this user guide.

Administrator

"Administrator" is a special login name for the user who can make system-wide changes to the computer, has full control, and can access all of the files on the computer. Most home users are automatically the Administrator of their computer.

Backup and Restore

Data can be lost due to damages to your hard drive or corruption by viruses. It can also be accidentally deleted or stolen. Backing up refers to making extra copies of data for safe keeping. Restoring refers to recovering the lost or corrupted files using the backed up data.

Making a backup of your content simply copies the content from your computer to your C2 and does not delete any content from the computer's hard drive.

Restoring your content from a backup simply copies it from your C2 to your computer, and does not delete any content from the C2.

C2 never erases anything on your computer's hard drive during a backup. It simply copies the content to from the computer. Similarly, nothing is deleted from the C2 during a restore. Contents are simply copied (i.e. restored) from the C2 to your computer.

However, if you ask C2 to restore a backup to the same location on the computer, a window will appear advising that a file with the same name exists. Options are Skip, Replace or Cancel. However, there is also the option to undo the last restore even if the file is replaced. If you don't want to overwrite content, you can simply restore the content to another location on your computer.

Similarly, during future (i.e. subsequent) backups, all new content and other content that has been modified since the last backup will be copied to the C2. During this process, any older files will be replaced (i.e. overwritten) with newer revisions.

Content

C2 has been developed to backup only the data that you have created or copied to your computer – music, photos, letters, emails, tax information etc. In this guide, we refer to this data as *content*. C2 does not back up your operating system or software. (eg. Windows).

File

Information used by your computer is stored in a specific place on your hard drive. A *file* may be *content*, a program or part of a program, or information a program uses in some way.

Sometimes the relationship between *content* and *file* is unclear: a photo or a letter is usually a single file. On the other hand, a single email message may be just a part of a large file that contains many messages, and related information such as email addresses, calendar events.

1.2 C2 Product Line

The Clickfree 'C2 Product Line ' backup drives, henceforth known as 'C2', includes the

- C2 Portable (USB 2.0 & USB 3.0)
- C2 Desktop (USB 2.0 & USB 3.0)
- C2 Rugged Portable
- C2 Network (C2N) Portable (USB 2.0 & USB 3.0)
- C2 Network (C2N) Desktop (USB 2.0 & USB 3.0)
- C2 Wireless Portable

1.3 C2 Product Line and Associated Contents

1.3.1 C2 Portable (USB 2.0)

- One Clickfree C2 Portable Backup Drive with built-in USB 2.0 cable
- One quick start guide

1.3.2 C2 Desktop (USB 2.0)

- One Clickfree C2 Desktop Backup Drive
- AC power adapter
- One USB 2.0 cable to attach the C2 to your computer
- One quick start guide

1.3.3 C2 Portable (USB 3.0)

- One Clickfree C2 Portable Backup Drive
- One USB 3.0 cable to attach the C2 to your computer
- One quick start guide

1.3.4 C2 Desktop (USB 3.0)

- One Clickfree C2 Desktop Backup Drive
- AC power adapter
- One USB 3.0 cable to attach the C2 to your computer
- One quick start guide

1.3.5 C2 Rugged Portable

- One Clickfree C2 Rugged Portable Backup Drive
- One USB 2.0 cable to attach the C2 to your computer
- One quick start guide

1.3.6 C2 Network (C2N) Portable (USB 2.0)

- One Clickfree C2 Network Portable Backup Drive with built-in USB 2.0 cable
- One quick start guide

1.3.7 C2 Network (C2N) Desktop (USB 2.0)

- One Clickfree C2 Network Desktop Backup with detachable USB2.0 setup key
- AC power adapter
- One USB 2.0 cable to attach the C2N to your computer
- One quick start guide

1.3.8 C2 Network (C2N) Portable (USB 3.0)

- One Clickfree C2 Network Portable Backup Drive
- One USB 3.0 cable to attach the C2N to your computer
- One quick start guide

1.3.9 C2 Network (C2N) Desktop (USB 3.0)

- One Clickfree C2 Network Desktop Backup Drive
- AC power adapter

- One USB 3.0 cable to attach the C2N to your computer
- One quick start guide

1.3.10 C2 Wireless (Clickfree Wireless) Portable

- One Clickfree C2 Wireless Portable Backup Drive with built-in USB 2.0 cable
- AC power adapter
- One quick start guide

Except for support for faster USB interface speed on USB 3.0 products, all software features are the same for all of the C2 product variants above.

1.4 Main Features

C2 is an easy-to-use computer backup system that automatically backs up content stored on your computer. The backup begins once the C2 has been connected to your computer. In most cases all you need to do is simply plug it in using the supplied or the built-in USB cable.

Please remember that a backup is meant to be a second copy of your computer data, not the only copy of your data. Having two copies is what keeps your important data safe.

- The first time you connect a C2 product to your computer, it searches for, finds, backs up and organizes all of your important content.
- Each subsequent time you connect C2 to your computer, it just does an update:
    - Any new files since your last backup are added to the backup
    - Any files that were changed since your last backup are updated on the backup
    - Any files that were deleted from your computer since the last backup, are left on the backup

Due to software updates, or different Windows Operating Systems what appears on your computer screen may look slightly different from the screen images shown in this document.

C2 Automatic (Default) backup also known as Smart Backup™

- Automatically starts when connected to your computer
- Does not require any software installation or setup
- Automatically searches for all the content on your computer, organizes it and then backs it up to the C2
- Finds and backs up hundreds of types of data used by many thousands of computer programs
- For most users the automatic search finds and backs up all the content

Customizable backup options (For Advanced Users)

- Includes options for custom file types and full folder backup
- Still runs as C2, even after customizing settings
- Each computer can have its own unique customizable settings
- Remembers your customized settings for each computer you use it with

Multi-PC backup

- Can hold the backups for as many computers as you like, depending only on the available space on the C2
- Backs up both Windows and Mac computers to the same C2 drive

Easy restore to same or other computer

- Backed-up content can quickly and easily be restored
- You can just as easily 'restore' content to a different computer as to the original one
- This makes C2 a great way to move your content from your old computer to your new computer
- Allows you to undo a restore, in case you accidentally overwrote a file you wanted to keep

File Manager also known as Smart Viewer™

- Conveniently view backed-up photos in thumbnail and expanded view

Import music

- Easily import music from your iPod to your computer, and to iTunes

USB 3.0 Interface

- High-speed USB 3.0 Interface (backwards compatible with USB 2.0 computers) is supported on select C2 new models.
- Supplied USB 3.0 cable is backwards compatible with older USB 2.0 connectors. You can simply connect it to older USB 2.0 computers to access them at slower USB 2.0 speed

Network Backup (C2 Network only)

- Automatic backup of multiple Windows and Mac computers connected to your network (either wired or wireless)
- Network setup is automatic and does not require the user to configure anything
- All computers on the network can be backed as long as C2 Network remains physically connected to one of the computers on the network.

Wireless Backup (C2 Wireless only)

- Automatic backup of multiple Windows and Mac computers connected to your network (either wired or wireless)
- Wireless setup is automatic and does not require the user to configure anything
- All backups are performed wirelessly to the C2 Wireless via the network's wireless router with no need to leave it plug into any computer; it just needs to be left plugged into an electrical outlet

2 The Basics

2.1 How Does the Clickfree Smart Backup™ Work?

C2 **Smart Backup** searches your computer for all of the content that you have either created or placed in your computer. This includes photos, music, video, office documents, financial data, email, and so much more - over 400 types of files. To see a list of the categories of content that C2 **Smart Backup** backs up automatically, see section 2.2. This means that it will back up everything that matters to you right out of the box without you having to do anything but plug it in.

C2 does not back up the programs or the operating system. This means that your backup won't need nearly as much space as the size of your computer's hard drive since your content may only take up a small portion of your hard drive's capacity

The first time you back up your computer C2 **Smart Backup** backs up all of the content it finds. This initial backup can take up to several hours, depending on how much content there is to back up. Each time you backup after that, it only backs up new or changed content, so it will be much quicker.

2.2 What File Formats Get Backed Up?

- Photos – including common graphic formats such as JPEG and RAW
- Music – including CD audio, MP3, MIDI
- Emails – including Thunderbird, Eudora, and those from Microsoft Office. *Note: It only backs up email saved on your computer and does not backup email saved in an online account like yahoo mail or Gmail.*
- Text Documents – usually from word-processing programs such as Microsoft Word, Open Office, and WordPerfect
- Spreadsheets – for example, Microsoft Excel, Open Office, and Lotus 123
- Presentations – for example, Microsoft PowerPoint and Corel Show
- Artwork and Drawings – such as Corel Draw, Visio and Paint shop images
- Video – for example, AVI, MPEG, Shockwave Flash
- Favorite Websites – internet shortcuts and address books
- Other – including zip and RAR files, XML, and comma-separated values files
- Financial – such as those from QuickBooks and tax programs

To add additional file formats, see section 11.11.

2.3 System Requirements

All you need to start your backup is included with the C2 package. For C2 to work, your computer needs to be running one of these operating systems:

- Microsoft Windows® Vista® (any editions)
- Microsoft Windows® XP (C2 Wireless requires Service Pack 3, or SP3, downloadable from windows.com)
- Microsoft Windows® 7
- Mac OSX 10.5 Leopard or newer running on an Intel processor

In addition you need:

- At least one USB port on your computer, however depending on your computer, you may require to use a second USB port to provide additional power to the C2
- At least 100 MB of free space on your computer
- An optional CD or DVD drive for making CD or DVD copies of backed up content.

3 Backing Up with Clickfree Smart Backup

3.1 Automatic Backup (Default Option)

Note: **Due to software updates, or different Windows Operating Systems what appears on your computer screen may look slightly different from the screen images shown in this document.**

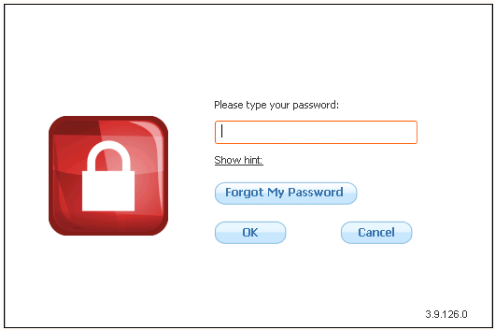
1. Make sure that your computer is on and you are logged in.
2. Attach the C2 to your computer using the built-in or supplied USB Cable. For C2 Desktop products, make sure you connect the supplied power adapter and that power is available to the device.

   When connecting a C2, please connect it directly to a USB port on the computer. Avoid using a USB hub, as it may not provide enough power.

Wait for up to one minute for the C2 window to appear. The first time you attach C2, a message may appear telling you that your computer has found new hardware. No action on your part is required and you are unlikely to see these message the next time you connect C2.

3. **If your C2 is password** protected, you will be prompted to enter the password to access the drive for backup or restore.
   - If you do not remember your password, click *Show Hint*
   - If you still do not remember your password, see "What if I forget my password?"

   After you enter the password, Clickfree Smart Backup can start.



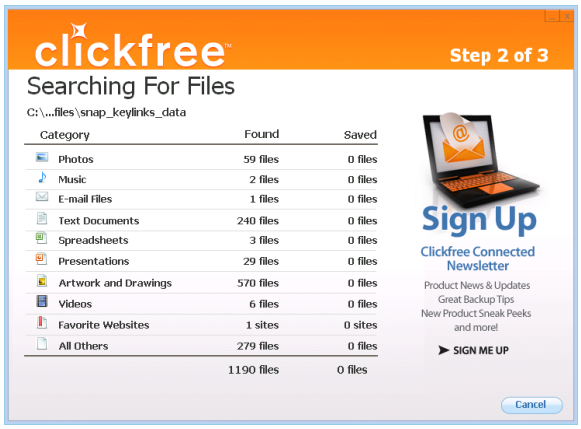
4. If a major software update is available, C2 prompts you to install it. It is HIGHLY recommended that the update be installed by clicking on *Update*.

A newer version of Clickfree Backup software is now available. Just click on the update button below to automatically install the newest software to your Clickfree Backup device. Thank you.
Update
Cancel
Do not show me updates in the future
Current version is 3. 9. 143. 0
Details >>

5. A *Welcome* screen will appear showing the

number of seconds left before the backup automatically begins. You can start a backup at anytime by simply clicking on the *Start* button. Clickfree Smart Backup begins.

6. Clickfree Smart Backup will search for new files to be backed up and organize them for backing up.



7. The *Backup Summary* screen shows how many new files were backed up, the total number of files backed up and the total amount of hard disc space used.

clickfree
Backup complete
Backup Summary
Browse Files
Search Files
Photos
Current PC: IBMP4, Last Backup: Oct. 8, 2009 9:37 AM
Category New Total Space Used
Photos 162 files 163 files 9.0 MB
Music 2 files 4 files 8.3 MB
E-mail Files 1 files 1 files 0.2 MB
Text Documents 1,273 files 1,386 files 638.5 MB
Spreadsheets 4 files 7 files 0.1 MB
Presentations 59 files 59 files 18.4 MB
Artwork and Drawings 1,368 files 1,662 files 374.1 MB
Videos 11 files 11 files 11.5 MB
Favorite Websites 11 sites 11 sites 0.1 MB
All Others 774 files 969 files 107.9 MB
3,665 files 4,273 files 1,168.1 MB
Backup Complete.
Your files are safe!
Options
Restore/Transfer
Close

To Backup another computer to the same C2 simply repeat the same procedure for each computer.

Each time you wish to backup a computer with a C2 (basic) unit, you will need to manually plug the C2 into that computer.

3.2 Customized Backups (For Advanced Users)

You can customize the following backup details

1 Content Categories
2 File types/extensions
3 Where to look for this content

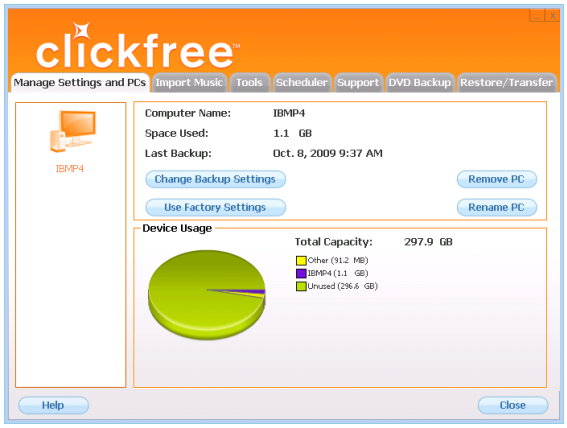
Note: **Changes made to your preferred C2 file formats are stored on the device for future backups of the computer**

To review or change what gets backed up:

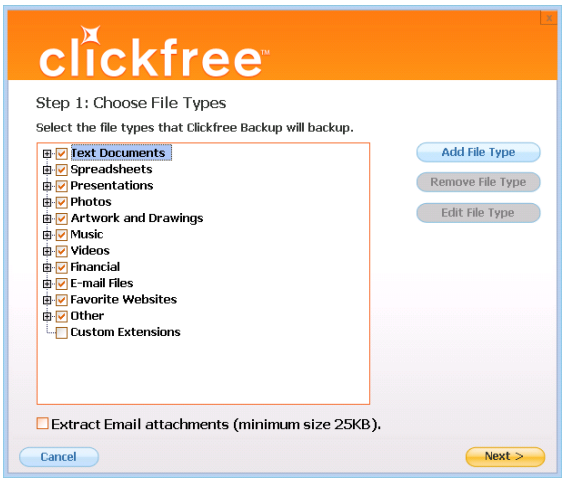
1. Follow steps 1 to 6 from section "3.1. Starting a Backup"
2. Before the countdown reaches zero, click *Options*.

   The *Manage Settings and PCs* screen is displayed:

8. Now click *Change Backup Settings*.



9. All of the categories are selected by default.
   - To include a category, for example Photos, make sure that the box to the left of the category name is checked: ☑ Photos
   - Add/remove the checkmark by clicking in the box.
   - To exclude a category, for example Music, make sure that the box to the left of the category name is unchecked: ☐ Music
   - You can make a finer selection by choosing file types within each category



If you use Microsoft Outlook or Outlook Express, and want to back up files that are attached to email messages, check the *Extract email attachments* checkbox.

When you are finished choosing content categories, click *Next*>.

You must choose at least one file type or category – you cannot leave all file types and categories unchecked.

3.2.1 Selecting Which Directories to Backup

1. Select which directories/files you want backup. C2 can either:
   - Look through your entire computer (the default setting)

   Or
   - Look only in certain folders

To look through the entire computer

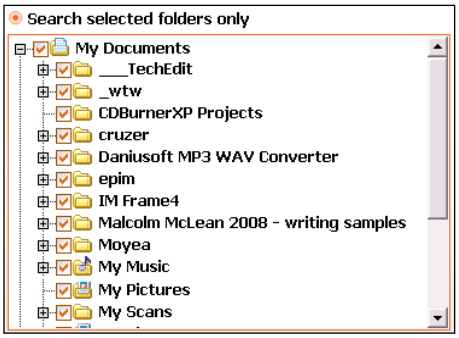
- Choose *Search the entire computer*

  Clickfree can optionally skip temporary folders and/or folders that Windows uses for its own files:

  - Check or uncheck *Skip TEMP directories* to skip or not skip temporary folders.
  - Check or uncheck *Skip Windows System folders* to skip or not skip folders that Windows uses for its own files.

To look only in certain folders:

- Choose *Search selected folders only* then select folders from *My Documents*. and *My Computer*.

  - To search the entire *My Documents* folder, make sure that the checkbox is checked .
  - To see details of a folder under *My Documents*, click the + to the left of the checkbox. This expands *My Documents* to show the folders that it contains, and changes the + to a -. Click the – to collapse the folder again.
  - Choose the individual folders you want to be searched by adding and removing checkmarks in the checkboxes.
  - Do the same for *My Computer*.

You must choose at least one location – you cannot leave all locations unchecked.

10. When you have made your choices, click *Next >*.

4 Network Backup (C2 Network only)

4.1 What is Network Backup?

C2 Network backup is the ability to automatically backup every computer connected to your home or small office network without having to plug it into every computer each time you want to backup (It must be plugged in manually for the first initial backup of each computer only). This means that you can now rest assured that all the computers on the network are securely backed up without the need to frequently connect them to perform a manual backup.

C2 Network must remain connected to one of the computers that is powered on and connected to the network. Being attached to one of the networked computers allows C2 Network to see all the computers on the network that it has previously backed up and continue to back them up on a regular schedule. No more manually plugging into each computer one at a time to back them up.

4.2 Portable (USB 2.0 & USB 3.0) and Desktop (USB 3.0)

- After completing the initial backup repeat again for as many computers, both Windows and Mac, as desired, and allow the backup to start and complete as outlined in Section 3 of this manual.
- After all initial computer back ups are complete, leave C2 Network connected to one of the computers that has previously been backed up by the C2 Network. Ensure that both the computer is turned on and connected to the network. For the C2N Network desktop (USB3.0), ensure that it is powered on via its power supply.
- Every computer that has previously been backed up and is on the same network as the C2 Network can now be automatically backed up on a regular schedule.

4.3 Desktop (USB 2.0)

- After completing the initial backup, remove the USB key at the back of the C2 Network and connect to a computer you want to back up. After completing the initial backup, repeat for as many computers, both Windows and Mac, as desired, allow the backup to start and complete as outlined in Section 3 of this manual.
- After all initial computer back ups are complete, leave C2 Network connected to one of the computers that has previously been backed up by the C2 Network. Ensure that both the computer is turned on and connected to the network and the C2 Network is powered on via its power supply plugged into an electrical outlet
- Every computer that has previously been backed up and is on the same network as the C2 Network can now be automatically backed up on a regular schedule.

5 Wireless Backup (C2 Wireless Only)

5.1 What is Wireless Backup?

C2 Wireless backup is the ability to automatically backup every computer connected to your home or small office network, wirelessly. This means that you can now rest assured that all the computers on the network are securely backed up without the need to frequently connect them to perform a manual backup.

C2 Wireless will obtain the wireless settings of the network of the last wireless-connected computer it connects to. C2 Wireless will then proceed to automatically configure and connect itself to that wireless network. There are no wireless setup steps required for you to follow. It is all done automatically!

After all initial backups are complete C2 Wireless must be disconnected from all the computers on the network and then connected to a power outlet via its power adapter (included). C2 Wireless can then proceed to automatically and wirelessly backup each computer on the network that it has previously backed up, based on a regular schedule set by you! No more manually plugging into each computer one at a time to back them up.

5.2 Wireless Backup

- After completing the initial backup, repeat for as many computers, both Windows and Mac, as desired, allowing the backup to start and complete as outlined in Section 3 of this manual.
- After all initial computer back ups are complete disconnect C2 Wireless from all computers.

C2 Wireless will now retain the wireless settings of the most recent networked computer to which it was connected, via USB.

- Provide power to the C2 Wireless by connecting it to a power outlet via its power adapter (included). The light at the bottom/front of the C2 Wireless should turn orange.
- **Wait up to five (5) minutes** for the C2 Wireless to connect to the wireless network and to the previously backed up computers on the network.
- All the previously backed up computers that is wirelessly connected to the C2 Wireless can be wirelessly backed up per the schedule you set up.

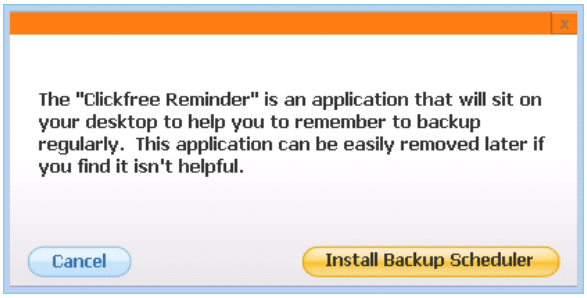
6 Backup Scheduler (For Advanced Users)

6.1 Running the Scheduler

The C2 scheduler can either run a backup automatically (if the C2 is attached) or remind you to back up your files (if not attached).

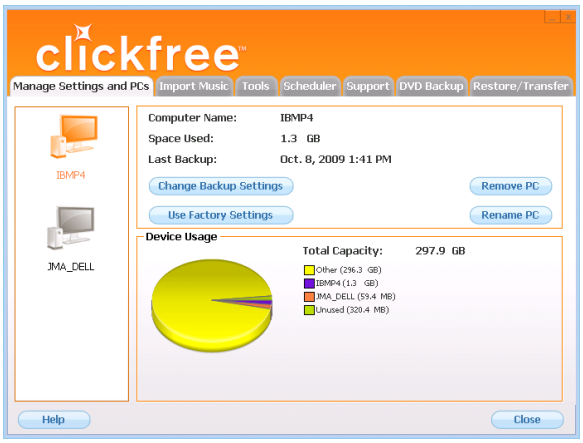
The first time you close the C2 backup program, you are prompted to install the scheduler.

When you install the scheduler it puts an icon in the bottom right corner of your computer screen. From this icon you can schedule or start a backup.


The "Clickfree Reminder" is an application that will sit on your desktop to help you to remember to backup regularly. This application can be easily removed later if you find it isn't helpful.
Cancel
Install Backup Scheduler

6.1.1 Setting up the scheduler

1. Connect C2 to your computer.
2. When you see the countdown screen, click *Options* before the countdown reaches zero:
3. Click the *Scheduler* tab.



4. Click *Install Backup Scheduler*.

   The Clickfree icon is installed in the bottom right corner of your computer screen, and allows you to set, disable, or uninstall the reminder, or start a backup immediately.

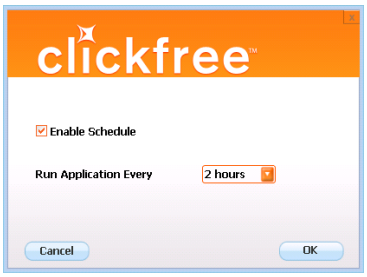
   For C2 Wireless, the Clickfree icon offers additional wireless setup functionality.

clickfree
Manage Settings and PCs
Import Music
Tools
Scheduler
Support
DVD Backup
Restore/Transfer
Install Backup Scheduler
If the backup scheduler was removed, click this button to install the backup scheduler.
Install Backup Scheduler
Change Backup Schedule
Click this button to change the time and date of automatic backup. Default setting is backup every 2 hours. (Please make sure Backup Scheduler is installed.)
Change Backup Schedule
Help
Close

6.1.2 Setting the scheduled backup interval:

1. Look for the Clickfree icon in the bottom right corner of your computer screen, and click it to show a menu:

2. Click *Set Interval*:



3. Enter the interval after which you want to be reminded to back up, and click *OK*.

6.1.3 To temporarily disable scheduled backups:

1. Click the Clickfree icon in the bottom right corner of your computer screen:
2. Click *Exit*. The icon disappears and scheduled backups are disabled until next computer restart.

6.1.4 To uninstall scheduled backups:

1. Click the Clickfree icon in the bottom right corner of your computer screen:
2. Click *Uninstall*. The icon disappears, and scheduled backups are disabled.

   If you want to see restart scheduled backups, you can install them again.

6.1.5 Running the scheduler with other C2 features

If the backup scheduler is installed, and the C2 is connected to your computer, a backup starts automatically when the time interval since the last backup is greater than the interval set in the scheduler.

However:

- If an automatic update becomes available but you have not allowed the update to be installed, the backup is delayed until the update is installed. For this reason it is recommended that you turn off automatic updates if you use the scheduler.
- A scheduled backup will wake your computer from sleep mode but not hibernation.
- If your C2 is password protected, the scheduled backup is delayed until you enter the password.

7 Restoring with Clickfree Smart Restore™

7.1 Before Starting a Smart Restore

Before you can restore your content, your computer needs to be operational and meet the minimum system requirements as outlined in section 2.3.

7.2 Automated Smart Restore (Default Option)

You can allow C2 to decide what to restore and to where.

1. Make sure that your computer is on and you are logged in.
2. Attach the C2 to your computer using the built-in or supplied USB Cable. For C2 Desktop products, make sure you connect the supplied power adapter and that power is available to the device.

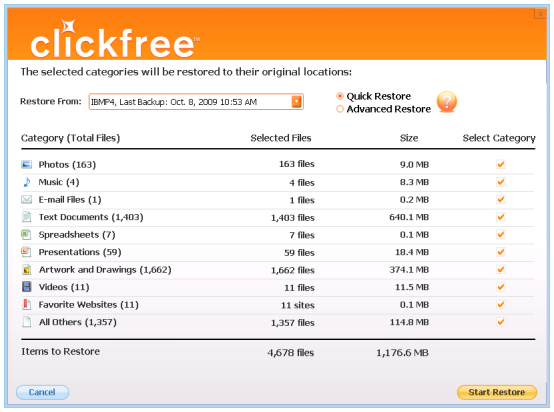
   When connecting a C2, please connect it directly to a USB port on the computer. Avoid using a USB hub, as it may not provide enough power.

   Clickfree starts up just as it did when you used it to backup your content.
3. Wait for up to one minute for the C2 window to appear.

   Because you have backed-up content on your Clickfree C2 Backup Drive, the countdown screen now shows buttons at the bottom to allow you to *View Files* and *Restore* files.

4. Before the countdown gets to zero, click *Restore/Transfer*. The Smart *Restore* screen appears.

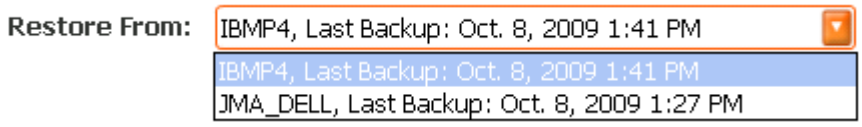
   Note that all of the categories that have backed-up content are checked off in the *Select Category* column.


clickfree
The selected categories will be restored to their original locations:
Restore From: IBMP4, Last Backup: Oct. 8, 2009 10:53 AM
Quick Restore
Advanced Restore
Category (Total Files) | Selected Files | Size | Select Category
Photos (163) 163 files 9.0 MB
Music (4) 4 files 8.3 MB
E-mail Files (1) 1 files 0.2 MB
Text Documents (1,403) 1,403 files 640.1 MB
Spreadsheets (7) 7 files 0.1 MB
Presentations (59) 59 files 18.4 MB
Artwork and Drawings (1,662) 1,662 files 374.1 MB
Videos (11) 11 files 11.5 MB
Favorite Websites (11) 11 sites 0.1 MB
All Others (1,357) 1,357 files 114.8 MB
Items to Restore 4,678 files 1,176.6 MB
Cancel
Start Restore

5. Before you click *Start Restore* to restore all of your content, or select categories to be restored, look at the computer name in the *Restore From* box:

If the C2 contains backups created on the computer that you are using, the *Restore From* box by default contains the name of this computer, and, unless you change it, the content to be restored will come from this computer.

6. Click the arrow at the right of the *Restore From* box:

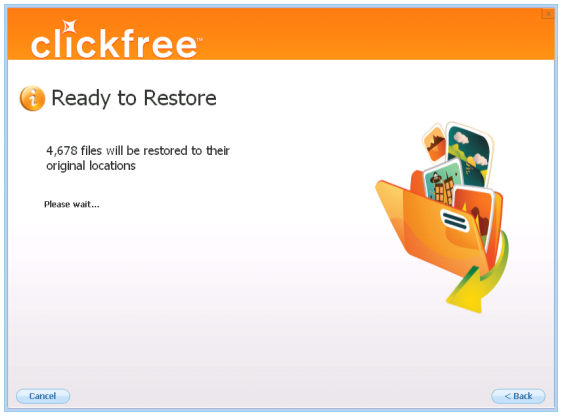


The drop-down list contains the names of all of the computers that have been backed up on the C2.

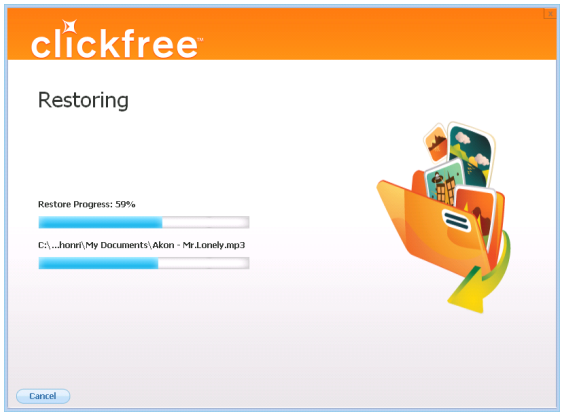
7. Select the name of the computer whose content you want to restore.

8. Click *Start Restore*.

C2 confirms how many files will be restored, and to where they are going to be restored.

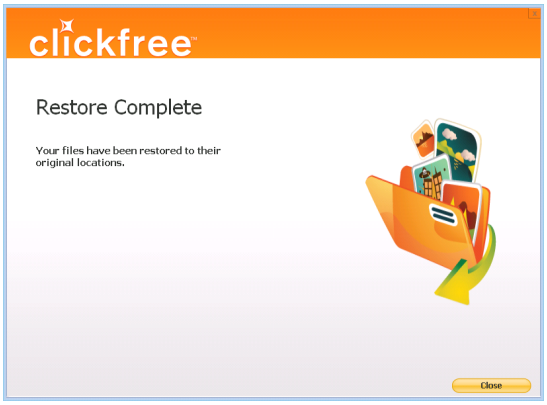


As C2 **Smart Restore** restores your content, it shows you what is happening and how far it has gotten in the process.



During Smart Restore, Clickfree **overwrites any files it finds with the same name and from the same location as those that were backed up.**

9. A screen indicates when all of content has been restored. The backed up content on the C2 is still there even after the restore.
10. Click *Close*.
11. Now, unplug the Clickfree C2 Backup Drive and store it in a safe place.



After a restore, C2 gives you the chance to undo the restore. If you want to undo, see "Undo a Restore".

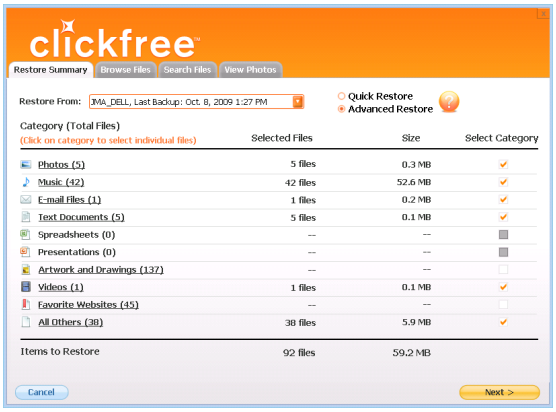
7.3 Manual Restore (For Advanced Users)

1. Follow steps as outlined in section 7.2.
2. Choose *Advanced Restore*

. This option is removed for C2 Wireless, as this is the default.
3. What you do next depends on whether you want to restore all or only some of your files.

- If you want to restore only some of your files, continue with step 0.
- If you want to restore all of your files, click *Start Restore* and go to step 4.

All categories that contain files (with the number of files in parentheses after the category name) have checkboxes that can be checked in the Select Category column.



For each category whose content is to be restored, click the checkbox to select.

4. Click *Next >*.

You can also choose to restore content of individual file types within each category.

5. What you do next depends on whether you want to restore your content to its original locations or to somewhere else.

- If you want to restore your content to its original locations, leave *Clickfree will automatically restore my files to their original location* selected:

6. If you want to restore your files to a different location, select the location.
7. Click *Start Restore*.

C2 confirms how many files will be restored, and to where they are going to be restored.

As C2 restores your content, it shows you what is happening and how far it has gotten in the process.

During restore, Clickfree **overwrites any files it finds with the same name and from the same location as those that were backed up.**

12. A screen indicates when all of content has been restored. The backed up content on the C2 is still there even after the restore.
13. Click *Close*.
14. Now, unplug the Clickfree C2 Backup Drive and store it in a safe place.

After a restore, C2 gives you the option to undo the restore.

8 Smart Viewer™ (For Advanced Users)

8.1 FILES: Browse, View or Search

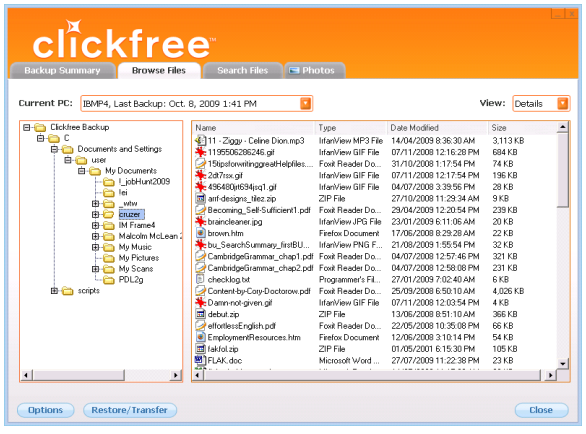
- Before the countdown gets to zero, click *View Files*. The *Backup Summary* screen is displayed

- In the *Current PC* box select the name of the computer whose files you want to search/browse/view.
- You now have multiple options:
  - You can now search by *category*
  - View photos by selecting the *Photos* tab
  - Select *Browse files* or *Search Files*

clickfree
Backup complete
Backup Summary
Browse Files
Search Files
Photos
Current PC: IBMP4, Last Backup: Oct. 8, 2009 9:37 AM
Category
New
Total
Space Used
Photos 162 files 163 files 9.0 MB
Music 2 files 4 files 8.3 MB
E-mail Files 1 files 1 files 0.2 MB
Text Documents 1,273 files 1,386 files 638.5 MB
Spreadsheets 4 files 7 files 0.1 MB
Presentations 59 files 59 files 18.4 MB
Artwork and Drawings 1,368 files 1,662 files 374.1 MB
Videos 11 files 11 files 11.5 MB
Favorite Websites 11 sites 11 sites 0.1 MB
All Others 774 files 969 files 107.9 MB
3,665 files 4,273 files 1,168.1 MB
Backup Complete.
Your files are safe!
Options
Restore/Transfer
Close

8.1.1 Browsing Files

1. On the *Backup Summary* screen, in the *Current PC box*, select the name of the computer whose files you want to search for/browse for/view.
2. Click the *Browse Files* tab.
3. Expand and collapse the folders on the left side of the screen:
   - Click the + to expand the view
   - Click '+' to the left of a collapsed

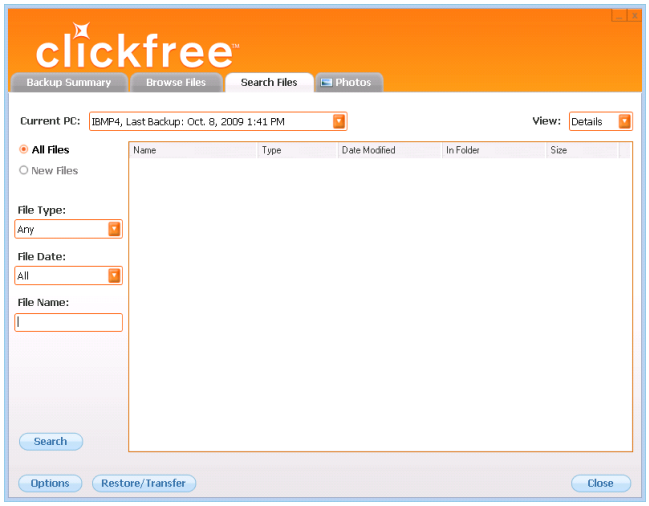


folder to expand it
- Click '-' to the left of an expanded folder to collapse it
- Click a folder or the folder name to view the list of contents

8.1.2 Searching for Files

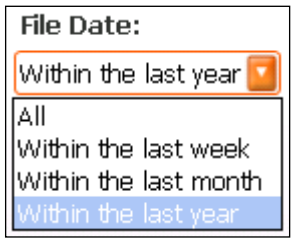
1. On the *Backup Summary* screen, in the *Current PC box*, select the name of the computer whose files you want to search for/browse for/view.

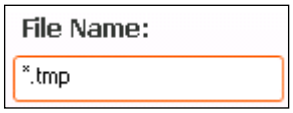
15. Do one of the following:
    - Click the name of a category other than *Photos (if you want to browse Photos, see section 8.2)*
    - Click the *Search Files* tab and the following screen will appear:



    If you clicked a category name, the *File Type* is already filled in, and all files of that category, regardless of *File Date* or *File Name*, are displayed.

16. Enter search factors to find the files you want, such as *File Type*, *File Date*, and *File Name*





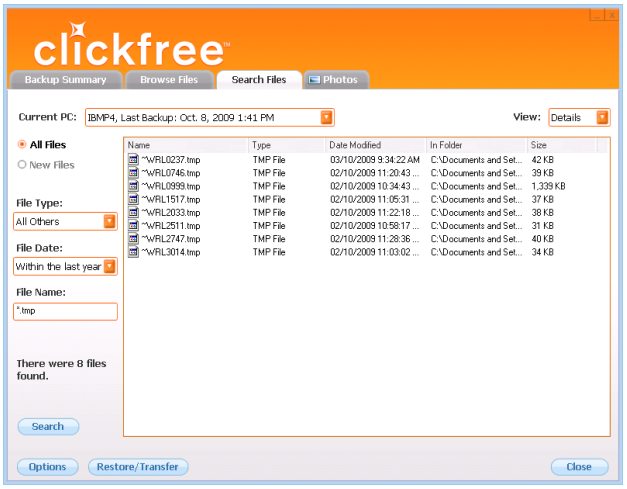
These selections are combined so that only files that match all criteria are selected – in this case only files in the category *All Others*, **and** created/last changed within the last year, **and** with names ending with 'tmp'.

- *File Type* – select a category, or 'Any' if you want all categories to be searched
- *File Date* – select the time period within which the files were created or changed, or 'All' if you want the date to be ignored
- *File Name* – type a "mask" to select files. A blank file name matches all files.

  Type what you can remember of the file names you want to find, and substitute:

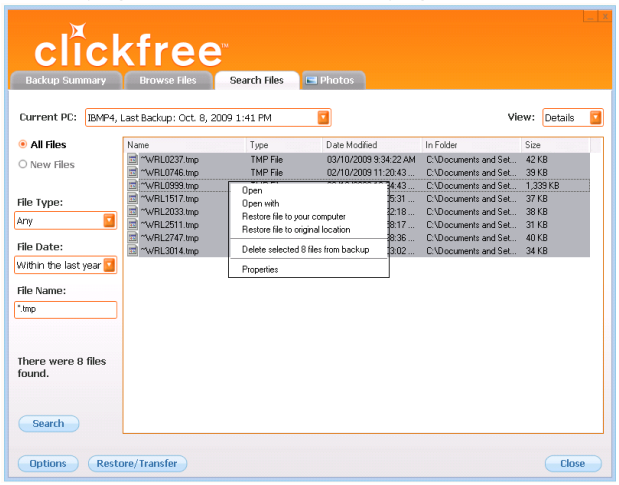
- ? for one character, meaning that character can be anything at all
- * for any characters, meaning these characters can be anything at all

For example (assuming that the *File Type* and *File Date* selections you made would include them):



- To find all files whose names begin with '08Dec', type '08Dec*' – this will find 08Dec_LetterToMary.doc
- To find all files with 'Dec' anywhere in the name, type '*Dec*' – this will find 08Dec_LetterToMary.doc, 2008DecemberExpenses.xls, etc
- To find all files with 'n' as the second character of the name, type '?n*' – this will find IndiaSlides.ppt, inukshuk5.jpg, but not 5inukshuk.jpg

4. Click *Search*. Files that match all of the search factors will be listed.



When you have files displayed in the browse, search or view screens, either:

- Double-click a file to open it with the program that your computer uses for these files of types
- Right-click a file and choose one of several actions. If more than one file is selected, some actions act on all selected files.

To work with the file(s) you have selected:

1. Right-click the file (or one of the files) to bring up a menu.
2. Select one of the menu items:
   - *Open* – opens the file with the program normally used for this file type.
   - *Open with* (not for photos in the *View Photos* screen) – to choose the program that you want *Windows* to use to open the file
   - *Restore file to your computer* – to restore that file to a location you choose.
   - *Restore file to original location* – to restore that file to its original location.
   - *Delete selected files from the backup* – to delete files from the backup and optionally exclude them from all later backups:
   - *Print this picture* (only for photos in the *View Photos* screen) – takes you to the same *Print Style* screen as *Print @ Home*, but this time to print only one photo.

8.2 PHOTOS: Browse, View or Search

Note; For C2 Wireless users, the C2 Wireless must be connected to a computer via its USB

cable in order to view backed up photos.

1. On the *Backup Summary* screen, in the *Current PC box*, select the name of the computer whose files you want to search for/browse for/view.
2. Click the *Photos* tab. The photo viewer shows "thumbnails", or miniature views of your photos and videos.
3. Select one or more photos and use the buttons at the bottom of the screen to:
   - Print them on your own printer
   - Share them on Facebook or Myspace
   - Email them (if you use Outlook or Outlook Express for your email)
   - Select a photo and use it as the wallpaper for your computer.

8.2.1 Selecting photos

Click photos so that the checkbox at the top right of each photo is checked.

8.2.2 To open a photo:

Double-click the photo. It opens in your usual program for working with photos:

8.2.3 Setting a photo as wallpaper

1. Click the photo. Make sure that only one photo is selected.
2. Click *Wallpaper*. The chosen photo becomes your computer wallpaper.

8.2.4 Printing Photos

1. Select the photos (section 8.2.1)
2. Click *Print @ Home* and select the *Print Style*.
3. Set the *Printer Options*, and then click *Print*.

8.2.5 Sharing photos (social network)

1. Select the photos.
2. Click *Share Photos*.
3. Click *Facebook* or *myspace.com* and log in.

8.2.6 Sharing photos (email)

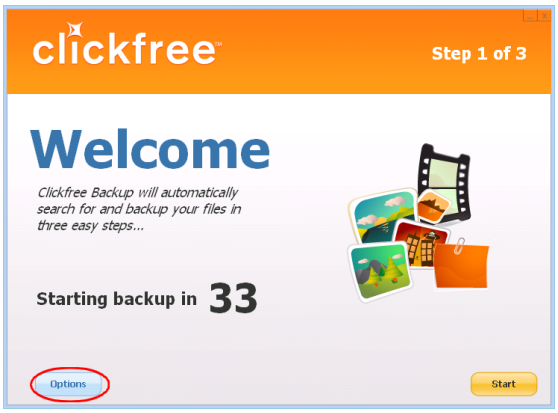
You can create an email and attach your photos if you use MS-Outlook or Outlook Express.

1. Select the photos. Click *Email*. Your email program opens a new blank message with the photos included as attachments:
2. Address and send the message, as you would normally do.

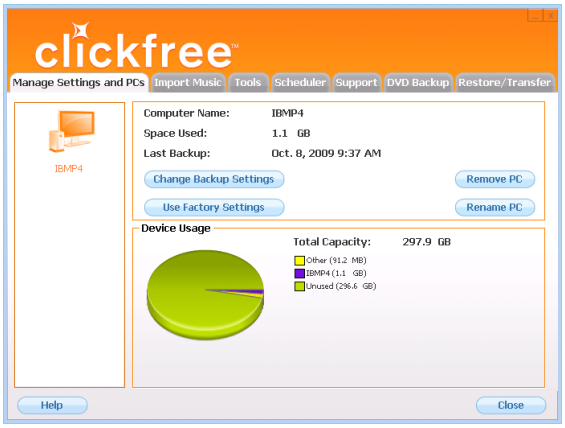
9 Creating CD or DVD Copies of Backed up Files (For Advanced Users)

9.1 Starting a CD and/or DVD backup

1. Connect your C2 to a computer that has the capabilities to burn (i.e. create) a CD or DVD. You will also need some blank CD or DVDs, respectively.
2. Wait for the C2 application to begin. Before the countdown reaches zero, click *Options*.



3. The *Manage Settings and PCs* screen is displayed.
4. Click *DVD Backup*. The DVD backup screen is displayed.
5. Click Launch *DVD Backup* button. A separate DVD backup program is launched. Please follow the program prompts on the screen to select files/folders and create a CD or DVD backup.



9.2 Non-administrator users

Non-administrator users are subject to certain limitations:

- The first time that a user uses the C2, an administrative user password is required.
- For C2 password protected drives, non-administrators cannot backup or restore files
- Non-administrators can only backup visible files. Normally that means only files that belong to that user, or that are shared by all users.
- Non-administrators can restore files only to locations that are visible.

When you see the prompt, enter the login name and password of an administrative user, then click *OK*.

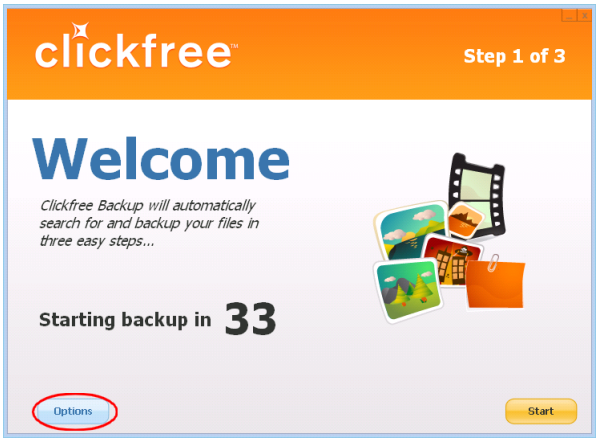
clickfree
Clickfree Backup requires administrative privileges to run.
Please provide user name and password of the user with administrative privilege or press "Cancel" to close the Clickfree Backup.
Note: user name and password are only required once.
User Name:
Password:
OK
Cancel

10 Importing iPod / iPhone / iPad Music (For Advanced Users)

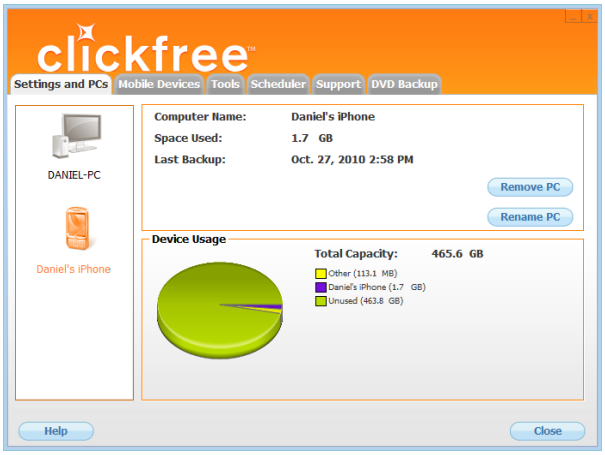
10.1 Importing music from an iPod/iPhone/iPad to a computer

You can use your C2 to copy music and playlists from your iPod to any computer.

1. Connect your C2 to a computer that has an extra USB port. Before the countdown reaches zero, click *Options*.



2. The *Manage Settings and PCs* screen is displayed.



3. Click *Mobile Devices*.
4. Attach your iPod or iPhone or iPad to a USB port on the computer.
5. Click *Import Music*.

clickfree
Settings and PCs
Mobile Devices
Tools
Scheduler
Support
DVD Backup
Smartphone backup
Backup the contents (pictures, music, videos) of your Apple, Android or BlackBerry smartphone.
Backup my smartphone
Backed up files will be stored on your Clickfree device.
Import Music from iPad/iPhone/iPod
Copy music and playlists from your Apple iPad, iPhone or iPod to this computer.
Import Music
You can also import the music into iTunes.
Help
Close

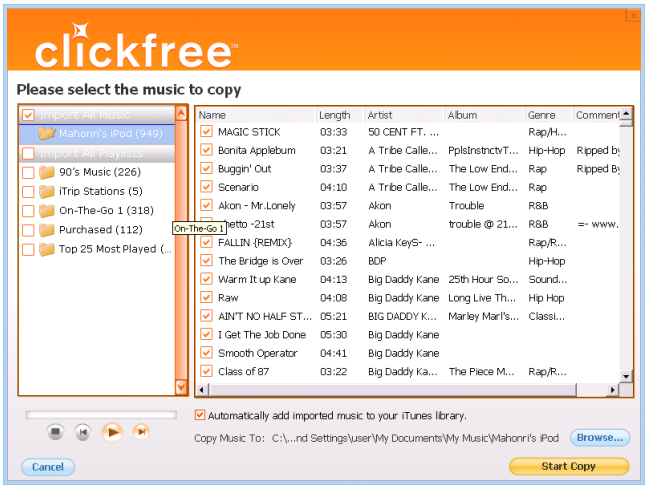
6. Select the iPod, iPhone or iPad to which contains the music to be imported, and click Next.

clickfree
Welcome to Clickfree's import Music tool.
If you don't see your iPhone/iPod in the list below please connect it now.
Select iPhone/iPod to import from:
Mahonri's iPod
Cancel
Next

7. Select the music to be copied by checking a combination of the Playlists on the left, and individual titles on the right, or, to import all of the music ensure that the *Import All Music* checkbox is checked.

A grey checkmark in a playlist's checkbox means that some of its titles are selected.

Note that, since a title may be included in more than one playlist, checking or unchecking any given playlist may result in a change in the selection status of other playlists.



You can use the controls at the bottom left of the screen to play any title from your iPod through your computer's sound system. If the title will not play in Windows Media Player, the appropriate program opens to play it.

8. If you do not want to import the music to iTunes, uncheck the *Automatically add imported music to your iTunes library* checkbox.
9. Click Browse to select the location to copy the music files.
10. Click *Start Copy*. The music files are imported to your computer.
11. Click *Close*.
12. If you are adding the imported music to your iTunes library, wait until the Adding new music … box closes.

11 Frequently Asked Questions (FAQ)

11.1 What if my C2 does not start backing up automatically?

There are several reasons why C2 **Smart Backup** does not run automatically when you plug it your computer. Here are the top three reasons. If it still does not automatically start, please contact Clickfree Customer Support.

1 If you are connecting C2 to a USB hub (which could also be in your monitor or keyboard), the hub may not provide enough power. Try connecting C2 to a USB port on the computer itself. If you are using a C2 Desktop, make sure you connect the supplied power adapter and ensure that power is available to the device.

2 You may see the following message: "Clickfree™ *Backup cannot start because you do not have the required permissions. Please re-login to this computer as the Administrator*.":

1 Log out.

2 Unplug the C2.

3 Log in again as Administrator.

4 Plug the Clickfree C2 Backup Drive in again.

The backup should now start automatically.

3 Your computer settings may prevent C2 from running automatically because "Autorun" is turned off.

To fix this problem, the following steps only need to be performed once.

To turn on Autorun – Windows XP:

1. Download the "autoplay repair wizard" from the Microsoft website at http://www.microsoft.com/downloads/en/details.aspx?FamilyID=c680a7b6-e8fa-45c4-a171-1b389cfacdad
2. Run the program.

To turn on Autorun – Windows Vista:

1. Click the *Start* button on your computer, and then click *Control Panel*.
2. In the window that appears, click *Autoplay*.
3. Scroll to the bottom of the *Autoplay* window and select *restore all defaults*.
4. Click *Save*.

What if the Vista Autoplay Window appears?

In Windows Vista, if the AutoPlay window appears:

1. Check *Always do this for software and games*.
2. Click *Start Clickfree Backup*.

You only need to do this once, not every time you use C2.

AutoPlay
CD Drive (G:) ClickFree_System
Always do this for software and games:
Install or run program
Start ClickFree Backup
Published by Storage Appliance Corporation
General options
Open folder to view files
using Windows Explorer
Set AutoPlay defaults in Control Panel

To <u>temporarily bypass</u> Autorun – Windows XP/Vista:

You can also temporarily bypass Autorun, however, you will have to follow this procedure every time you use the C2.

1. Wait for two minutes after you connect your C2 to your computer:
2. Click the *Start* button on your computer, then click *My Computer* (WindowsXP/2000) or *Computer* (Vista).
3. In the window that appears, find *Clickfree _System.*
4. Right-click and select *Explore*.
5. Double-click *StartClickfree Backup.exe*.

11.2 What if there is more than one user on my computer?

This matters only if each user has a separate user login name for the computer. If every user logs in with the same user name, all of their content is backed up and restored at the same time, regardless of who is logged in.

When C2 **Smart Backup** runs, it can only back up the content that you can access from your login, and restore content to locations you have access to. Because *Windows 2000*, *Windows XP* and *Windows Vista* maintain a separate *Documents* or *My Documents* folder for each user name, C2 can back up only the corresponding content that belong to the person who is logged in, unless that person logs in as the Administrator.

11.3 What if I have more than one computer?

C2 Smart Backup can backup as many computers as you like and are limited only by the amount of space on your C2. C2 creates a unique identifier for each computer, regardless of the computer name. This allows C2 to back up content for more than one computer without the files getting mixed up with each other.

Each time you back up a computer for the first time, its name is added to the drop down list of computers that you see on the *Backup Summary*, *Restore Summary*, and *Options* screens.

You can also change the name of a computer after backup from the Clickfree *Manage Settings and PCs* screen.

To find the name of a computer:

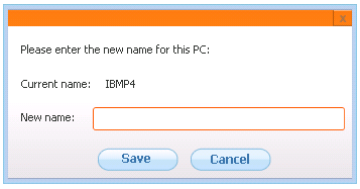
1. Connect the C2 to your computer. For C2 Desktop, ensure that the power adapter is providing power to the unit.
2. When you see the countdown, click *Options*.

   All of the computers that C2 has backed up are shown on the left side of the screen, with the computer names underneath.

   When you click one of the computers, C2 shows:

   - The computer name
   - The amount of space used to backup that computer
   - The date and time of the last backup

To rename a computer:



On the *Manage Settings and PCs* screen:

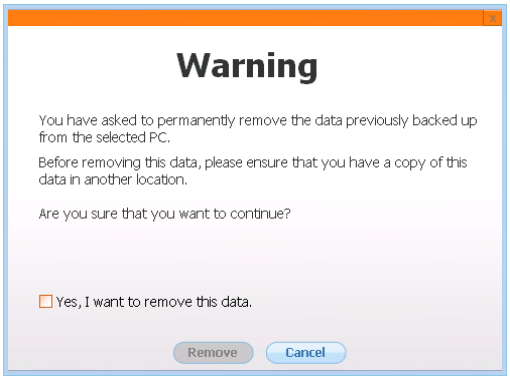
1. Click the computer whose name you want to change.
2. Click *Rename PC*.
3. Type the new name for the computer using only letters numbers and hyphens for the computer name and click *Save*.

To remove a computer:

If you no longer want to keep content backed up from a computer you can free up space on your C2 by removing it.

On the *Options* screen:

1. Click the computer you want to remove.
2. Click *Remove PC*.
3. If you really want to remove the computer from Clickfree, check the checkbox and click *Remove*.


Warning
You have asked to permanently remove the data previously backed up from the selected PC.
Before removing this data, please ensure that you have a copy of this data in another location.
Are you sure that you want to continue?
Yes, I want to remove this data.
Remove
Cancel

Warning: Once you have removed a computer from Clickfree there is no way to recover that computer's content from the Clickfree C2 Backup Drive.

C2 may take several minutes to erase the data, depending on the amount of backed up content.

11.4 What if I use more than one C2?

You can use as many C2 backup drives as you like. Each C2 (and the content stored on it) is independent of the others. For added security, each C2 supports Password Protection.

However, if you want to backup one computer across multiple C2 devices, you will need to manually configure the settings of each device to select which files go to which C2.

11.5 How do I make multiple backups?

If you want to keep multiple backups of a computer, use multiple C2 for that computer.

The first time you back up a computer, C2 makes a full backup. The next time you use the same C2 it backs up only new and changed content. Use a different C2 to make a new, discrete backup copy.

11.6 What are Clickfree Tools?

Several tools are available with the C2:

- Clickfree *Password* – prevents unauthorized access to your C2
- *Software Update* – updates the C2 software
- *Language* – Changes the language used in the C2 screens
- *Master Reset* - removes all backed-up content from your C2 and erases any changes you have made to the backup settings

To use Clickfree tools:

1 Connect the C2 to your computer. For C2 Desktop, ensure that the power adapter is providing power to the unit.

2 When you see the countdown screen, click *Options* before the countdown reaches zero.

3 Click the *Tools* tab to show the available tools.

11.7 How do I use password protection?

If your C2 is lost or stolen, anyone can restore your files simply by connecting it to their computer, unless your C2 is protected by a password.

You should protect your files using a password if the content you have backed up is sensitive in any way, for example, contains trade secrets, or if it would be embarrassing to you if it got into the wrong hands, and there is any possibility that the C2 could be lost or stolen.

Notes: **1.** You cannot run backups as a non-administrator if your C2 Backup Drive is password protected.

2. If you set a password, a scheduled backup is delayed until you enter the password.

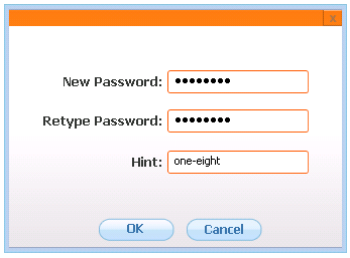
How do I enable password protection?

You can enable password protection from the *Tools* screen.

clickfree
Manage Settings and PCs
Import Music
Tools
Scheduler
Support
DVD Backup
Restore/Transfer
Clickfree Password
The Clickfree password will protect your backup from unauthorized access.
Enable Password
Software Update
Update your Clickfree Backup software to the latest version. Updating your software will not affect the files stored on your Clickfree Backup device.
Update
Automatically check for software updates
Language
Select which language you would like to use with Clickfree Backup.
English
Master Reset
WARNING: Master Reset will remove all data from your Clickfree Backup device. Resetting your device will not affect the files on your PC.
Master Reset
Help
Close

To enable password protection:

1. Click *Enable Password*.



2. Type your password in both the *New Password* and *Retype Password* fields.
3. Optionally set a hint. See below for details.
4. Click *OK*.

Can I change my password?

The way to change your password is to disable security from the *Backup Summary* screen.

How do I disable password protection?

You can disable password protection from the *Tools* screen.

To disable password protection:

Click *Disable Password* then click *Yes* when asked if you are sure.

You can re-enable password protection from the *Tools* screen.

What if I forget my password?

If you have forgotten your password, and cannot remember it from the hint you set when you enabled password protection, your only choice is to reset the C2.

11.8 How do I erase the content on my C2?

1 Connect the C2 to your computer. For C2 Desktop, ensure that the power adapter is providing power to the unit.

2 When you see the countdown, click *Options*.

3 Select the *Tools* tab

4 Click on *Enable Password*.

5 Select *Forgot Password*.

6 Type a new password (that you will remember) in both the *New Password* and *Retype Password* fields.

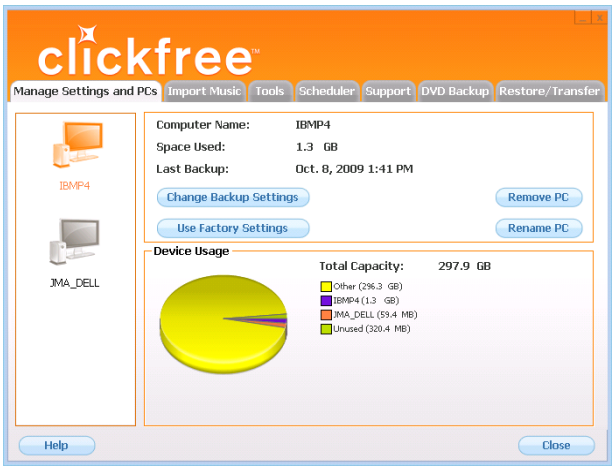
7 Optionally set a hint.

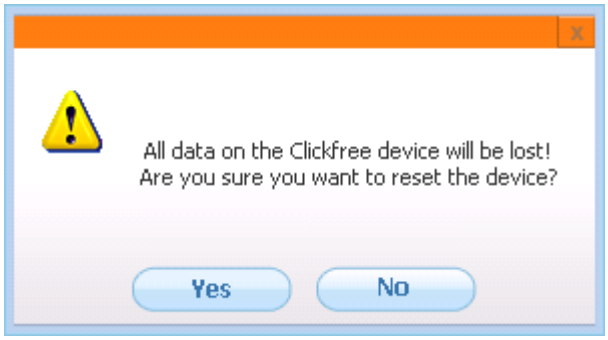
8 Click *Erase and Enable security*,

9 Select *Erase all backed up data but do not re-enable security.*

10 *Click Erase.*

11 Click *Yes* to confirm that you are sure you want to erase all backed-up content.





11.9 How do I update the C2 Software?

From time to time C2 software is upgraded to provide new or enhanced features. You can either manually check for updates or have C2 check automatically every time you connect C2 to your computer.

In both cases your computer needs to be connected to the Internet for updated software to be found and installed.

To check automatically for updates:

C2 automatically looks for updates when it is connected to your computer and you have a connection to the Internet. To ensure this feature is on, make sure that the checkbox *Automatically check for software updates* is checked on the *Tools* screen: ☑ Automatically check for software updates.

If an update is available, C2 will prompt you to download and install it.

To stop checking automatically for updates:

Make sure that the checkbox *Automatically check for software updates* is unchecked on the *Tools* screen: ☐ Automatically check for software updates.

To manually check for updates:

1. On the *Tools* screen click *Update*. Clickfree checks for available updates.

   If the software is up to date, click *OK*..
2. If an update is available, C2 will prompt you to download and install it.

Warning: While a software update is taking place it is very important not to disconnect the C2 or turn off/restart the computer until the update is complete.

When the software update is complete, you need to unplug the Clickfree C2 Backup Drive and plug it in again for the update to take effect.

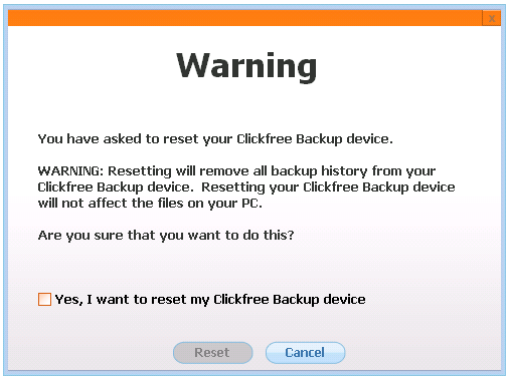
11.10 How do I return my C2 to its original settings?

Master Reset is used to return the C2 back to its original 'out-of-the-box' settings, which by default removes all backed-up content from all computers. After you perform a *Master Reset* you can no longer restore any previously backed-up content. The C2 Backup Drive can still be used for new backups.

To remove all backed up content:

1. On the *Tools* screen click *Master Reset*.
2. If you really want to remove all backed-up content from Clickfree, check the checkbox and click *Reset*.

Warning: Once you have removed content from using Master Reset there is no way to recover it on you C2.

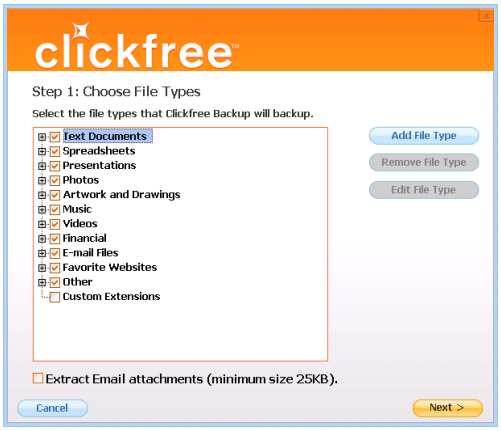

Warning
You have asked to reset your Clickfree Backup device.
WARNING: Resetting will remove all backup history from your Clickfree Backup device. Resetting your Clickfree Backup device will not affect the files on your PC.
Are you sure that you want to do this?
Yes, I want to reset my Clickfree Backup device
Reset
Cancel

C2 may take several minutes to erase all of the content, depending on the amount of backed up content.

11.11 How do I Add/Remove/Edit file types

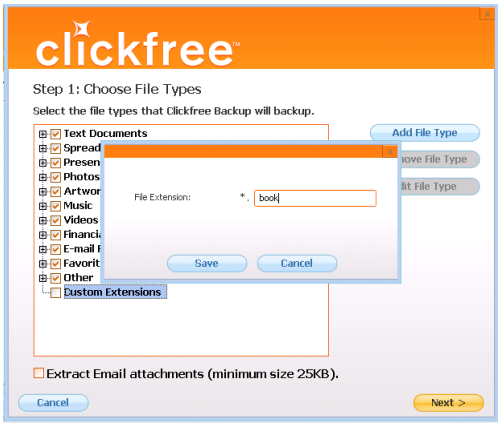
In addition to allowing you to choose to backup pre-defined file types within the pre-defined categories, C2 has a category called Custom Extensions to which you can add file types that are not included in the pre-defined categories.

You can add, remove, and change file types using the *Choose File Types* screen.



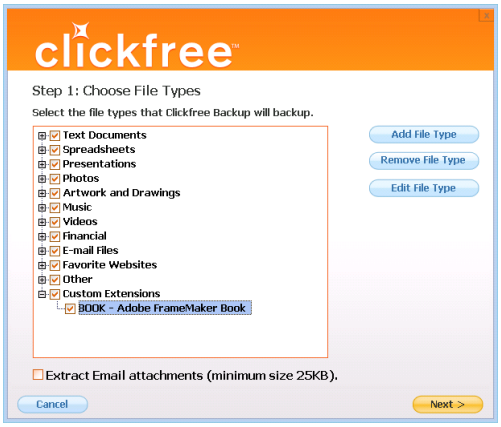
11.11.1 To add a file type:

1. Click *Add File Type*.
2. Type the extension for the new file type, and click *Save*.
3. The new file type is added to *Custom Extensions*.



11.11.2 To remove a file type:

1. Click a file type in *Custom Extensions*, and click *Remove File Type*:
2. Click *Yes*. The file type is removed from *Custom Extensions*:



11.11.3 To change a file type:

1. Click a file type in *Custom Extensions*, and click *Edit File Type*:
2. Type the new extension for the file type, and click *Save*.
3. The file type in *Custom Extensions* is modified.
4. When you are finished working with custom extensions, click *Next* >

11.12 How to choose individual file types for backup?

You can also expand each category and select/unselect individual file types.

Note: When a category is selected or unselected by checking or unchecking its checkbox, all of the file types that make up that category are also selected or unselected.

To select one or more file types in a category:

1. Click the + to the left of the checkbox. This expands the category list to show the file types that make up that category, and changes the + to a -:
2. Choose the individual types of file you want to include in the backup by adding and removing checkmarks in the checkboxes.
3. Collapse the category again by clicking the -.
4. If you need to back up file types that are not in any category, see Section 11.11
5. When you are finished selecting file categories and file types, click *Next* >.

11.13 Can I exclude a file from backup?

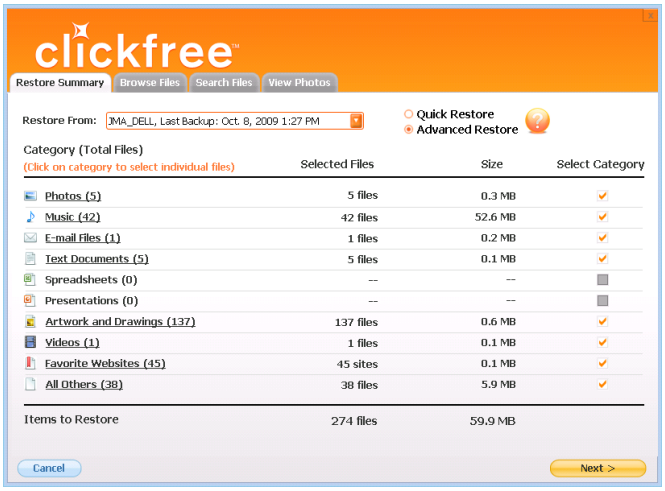
After you have completed a backup, you can review the backed up files and not only delete individual files from the backup, but also ensure that these files are never backed up again.

11.14 How do I choose individual files for restore?

On the *Restore Summary* screen you can click checkboxes to select the category whose files you want to restore.

You can also:

1 Select backed-up files within a category
2 Browse through folders that contain backup files
3 Search for backed-up files by file type, file date, and file name


clickfree
Restore Summary
Browse Files
Search Files
View Photos
Restore From: JMA_DELL, Last Backup: Oct. 8, 2009 1:27 PM
Quick Restore
Advanced Restore
Category (Total Files)
(Click on category to select individual files)
Selected Files
Size
Select Category
Photos (5) 5 files 0.3 MB
Music (42) 42 files 52.6 MB
E-mail Files (1) 1 files 0.2 MB
Text Documents (5) 5 files 0.1 MB
Spreadsheets (0) -- --
Presentations (0) -- --
Artwork and Drawings (137) 137 files 0.6 MB
Videos (1) 1 files 0.1 MB
Favorite Websites (45) 45 sites 0.1 MB
All Others (38) 38 files 5.9 MB
Items to Restore 274 files 59.9 MB
Cancel
Next >

Files selected by each of these means are included in the restore.

To select files within a category:

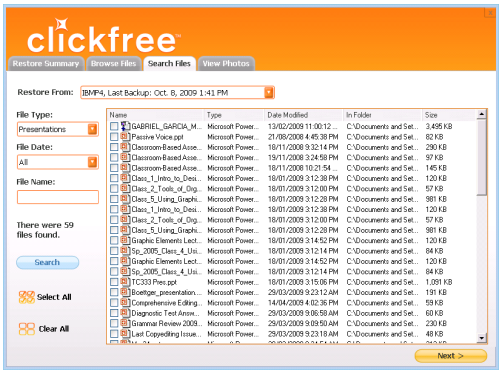
1. Click the category name.

   All files in that category are shown in the *Search Files* screen.

2. Select the files to be restored, and click *Next* >.

3. You are returned to the *Restore Summary* screen where you can make more selections.

4. If you are finished selecting files, click *Next* >.



To select files by browsing:

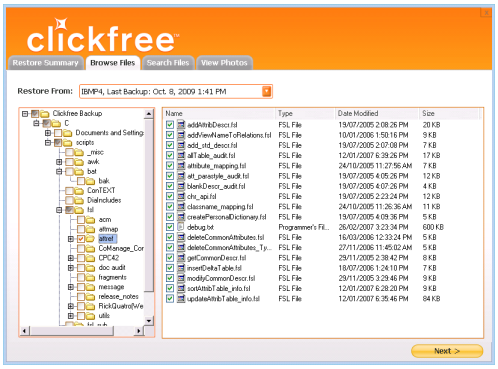
1. Click the *Browse Files* tab then click the +

to expand the view.

2. *Select the files to be restored, and click Next >.*

3. *You are returned to the Restore Summary screen where you can make more selections.*

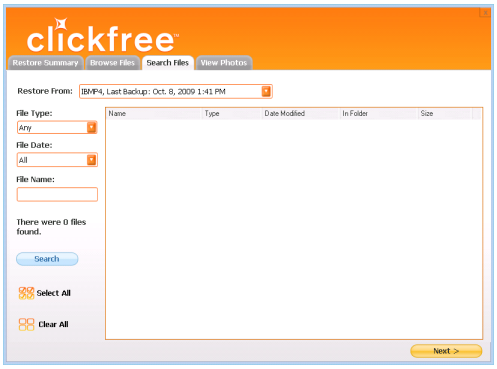
4. *If you are finished selecting files, click Next >.*

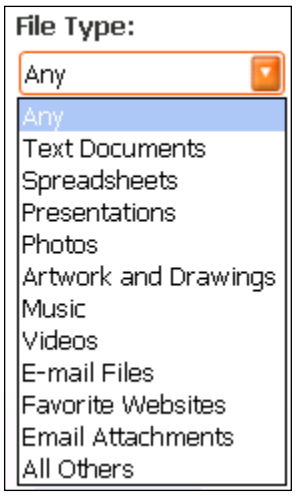


To select files by searching:

1. Click the *Search Files* tab.

2. Select the combination of *File Type*, *File Date*, and *File Name* that should find the files you want to restore:





3 These selections are combined so that only files that match all of them are found.

- *File Type* – select a category
- *File Date* – select the time period within which the files were created or changed
- *File Name* – type a "mask" to select files:

> Type whatever you can remember of the file names you want to find, and substitute:
>
> - ? for one character, meaning that character can be anything at all
> - * for any number of characters, meaning these characters can be anything at all

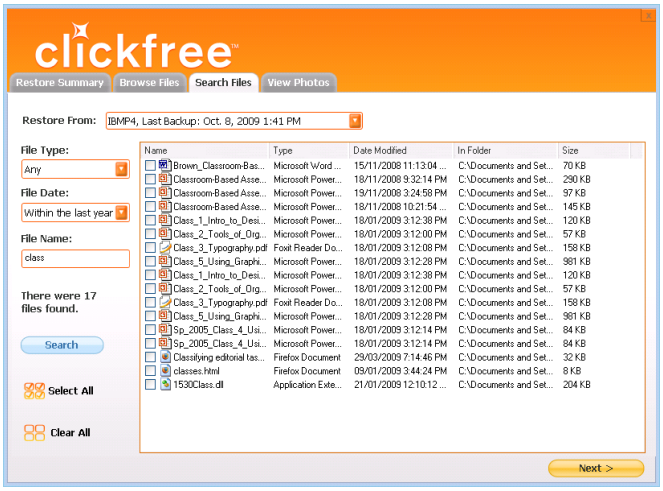
4 Click *Search*.

Files that match all of your search criteria are displayed.

5 Select the files to be restored, and click *Next >*.

You are returned to the *Restore Summary* screen where you can make more selections.

6 If you are finished selecting files, click *Next >*.



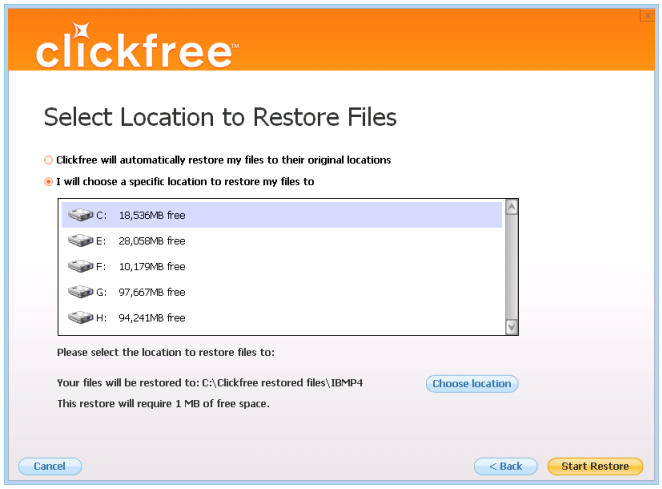
11.15 How to Restore to another Drive and/or Folder?

After you choose file categories and, optionally, individual files to restore, on the *Select Location to Restore Files* screen you can choose to restore to a different drive or folder.

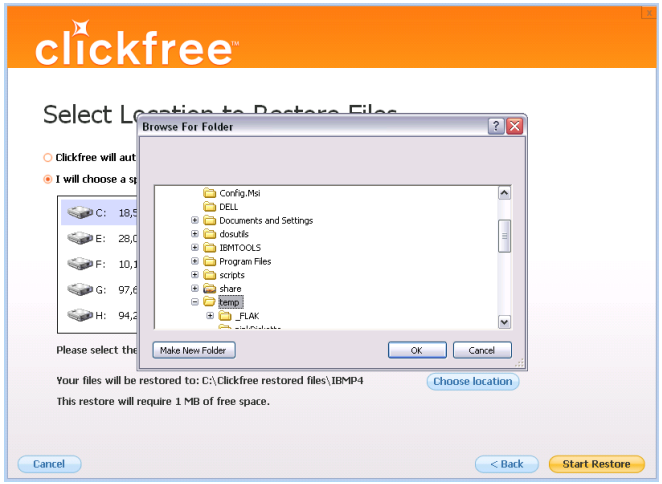
If any drive does not have enough space for the content to be restored, the drive letter and free space cannot be selected.

To select another drive and/or folder to restore to:

1. On the *Select Location to Restore Files* screen, click *I will choose a specific location to restore my files to*.


clickfree
Select Location to Restore Files
Clickfree will automatically restore my files to their original locations
I will choose a specific location to restore my files to
C: 18,536MB free
E: 28,058MB free
F: 10,179MB free
G: 97,667MB free
H: 94,241MB free
Please select the location to restore files to:
Your files will be restored to: C:\Clickfree restored files\IBMP4
Choose location
This restore will require 1 MB of free space.
Cancel
< Back
Start Restore

2. Select the drive to restore to. The folder that will be used is shown below the drives.
3. To change the folder, click Change Folder and select the folder you want.



Click + to expand a folder, - to collapse the folder again.

4. To create a new subfolder, click New Folder, type the folder name, and click OK.
5. Click Next

11.16 Applications cannot find the restored content

Note: Some programs, especially those like *Outlook* in which you do not open files from a file open dialog, expect to find their files in a particular folder. If you restore files to a folder other than the original location, your program may not be able to find them.

If your program displays an error message telling you that it cannot find its files, or if the program starts up but your data is missing, you will need to move the files to the proper folder.

Unfortunately, this is different for every application and you may need to consult the program's Help or user guide to find out where the files need to be moved. How do I restore files from multiple computers?

To restore files from more than one computer, simply repeat the restore process choosing a different computer each time.

11.17 What is "Restore Completed with Exception"?

If you skip any files during a restore, the *Restore Complete* screen has an *Exceptions* link at the bottom left. Click the link to see a list of the files that were not restored.

11.18 How do I find files that were restored?

If C2 restored your files to a folder that was not their original location, C2 puts an icon on your desktop so that you can quickly and easily get to the restored content.

Double-click the icon to open a *Windows Explorer* at the folder where your content was restored. You can now use *Explorer* to move the files to a more convenient folder.

11.19 How Do I Undo a Restore?

If you realize, after restoring your files, that the restore accidentally overwrote a file you need to keep, Clickfree allows you to undo the latest restore.

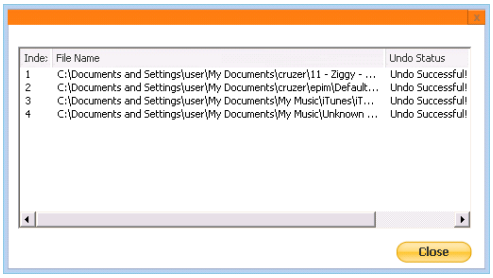
1. On the Options screen: click *Restore/Transfer*:

2. Click *Undo Restore*:

3. Click *Start* on the *'Undo Wizard'* screen. The latest Restore is undone.

4. To see what files were replaced by undoing the restore, click *Click here to view undo log*:

clickfree
Undo Wizard
This wizard will guide you through returning your computers files to how they were before you ran your Clickfree restore. For example, you may have mistakenly restored a photo over top of another photo with the same name. You can use this wizard to "Undo" your Clickfree restore and bring back the original photo.
The Undo set was created on:08/10/2009 3:15:15 PM
Cancel
Start


Inde:
File Name
Undo Status
1 C:\Documents and Settings\user\My Documents\cruzer\11 - Ziggy - ... Undo Successful!
2 C:\Documents and Settings\user\My Documents\cruzer\epim\Default... Undo Successful!
3 C:\Documents and Settings\user\My Documents\My Music\iTunes\iT... Undo Successful!
4 C:\Documents and Settings\user\My Documents\My Music\Unknown ... Undo Successful!
Close

11.20 Are older Windows or Mac or a PowerPC computers not supported?

Unfortunately our products do not support Windows 95, 98, ME and Mac OSX 10.4 and below due to missing requirements in those operating systems. Windows 2000 is no longer supported.

11.21 What does a “virus is detected” when the C2 application is scanning mean?

The Clickfree application triggered your antivirus program when it accessed an infected file on your computer that is normally not scanned by your antivirus program in its standard mode. As a result, your antivirus program has notified you that it has detected an infected file. Refer to your antivirus documentation for details on how to remove the virus.

11.22 Does C2 Smart Backup backup software or operating system programs as well as data files?

The various C2 will not backup program or system files. These files were purposely omitted in our backup process in order to minimize the potential threat of backing up files that are infected by viruses, corrupted through other means or taking up more backup space than needed.

11.23 Can I open files directly from C2?

The C2 has an embedded picture viewer allowing you to access pictures directly from the C2. For other file types, double-click on the file from the Clickfree "summary" window. Ensure the computer that is connected has the necessary application installed. If the application is missing then the file will not open. Please also note that some applications will require you to use that application to open the files, rather than double-clicking on the files directly (like Outlook and Outlook Express).

11.24 What happens when my C2 runs out of space?

The C2 will not start and you will receive the message "Not enough space on the destination drive". You will need to remove data from the C2.

11.25 I have a file that I backed up, then edited on my computer, will it be replaced with the newer version the next time I back up?

Yes, if a file is backed up on a Clickfree drive and changes are made to the original file on the computer (same location and file name), the newer version of that same file will replace the older one the next time a backup is performed.

11.26 What happens when my C2 runs out of space?

The C2 will not start and you will receive the message "Not enough space on the destination drive". You will need to remove data from the C2.

11.27 In what file form does C2 backup the files?

C2 stores all files in their original form; it does not use a proprietary file format to backup any data. This allows users to also be able to use the C2 as an accessible external storage device.

11.28 The C2 did not backup 'sidecar' files (i.e. XMP files), which are needed to edit original RAW images. Why not?

These sidecar files are not actually required to edit RAW images, but some applications like Adobe Lightroom and Photoshop can store changes to RAW files in these XMP files instead of altered in the image itself by embedding the XMP data into the image.

11.29 The C2 saves Adobe Photoshop images in a separate folder from photos and assigns them as 'artwork and designs' instead of photos. Why are they not saved as photos?

Photoshop images used to be stored in the 'photos' directory, but this type of segmentation resulted in a lot non-relevant illustrations and artwork being stored in the photos directory. Also, some Adobe Photoshop PSD files cannot be rendered as a thumbnail.

11.30 C2 Network is not backing up the computers on my network (C2 Network users only)

There are numerous reasons as to why your C2 Network is functioning as expected.

1 The C2 Network is not connected to one of the powered-on computers on your network. Do not connect C2 Network via a USB Hub…connect it directly to the computer. This computer must also be connected to the same network as the other computers you wish to backup.

2 C2 Network (Desktop version) must also be externally powered. Ensure that it is connected to a power outlet via its power adapter (included).

3 If you are using a wireless router to connect all your networked computers, it may not be functioning correctly.

4 The computers to be backed up are powered off or not connected to your network.

11.31 C2 Wireless is not performing wireless backups (C2 Wireless users only)

There are numerous reasons as to why your C2 Wireless is not backing up wirelessly.

1 The C2 Wireless is still connected to your computer. It must be disconnected from all computers and plugged into a power outlet via its power adapter (included).

2 Your wireless router is not functioning correctly.

3 C2 Wireless is not connected to your wireless router. Check that the LED light at the front/bottom of your C2 Wireless is **blue**.

4 Your computer(s) are powered off or not connected to your network.

5 C2 Wireless and your computer(s) are not connected to the same network. Reconnect C2 Wireless to one of the computers on the network via USB, allow a backup to be performed, disconnect from the computer and connect to a power outlet (via its included power adapter)

11.32 Do I need to be running Windows XP Service Pack 3 (SP3)

If any of your computers are running Windows XP, ensure that they are using Service Pack 3 (SP3) available from Microsoft at:

http://windows.microsoft.com/en-us/windows/help/learn-how-to-install-windows-xp-service-pack-3-sp

12 Questions, Concerns? How can we Help?

The Clickfree customer support team is ready to assist you.

For technical support for any of your C2 products, please contact our 24-hour support team from Monday to Friday, Eastern Standard Time (UTC/GMT – 5hrs).

Call Toll Free

North America :	**1-866-680-0516**
UK& Deutschland :	**00-800-5555-6661**
UK :	**0-808-101-2273**
Deutschland :	**0-800-181-7795**
Italy :	**800-872-789**
Australia :	**1-800-258551**
New Zealand :	**0-800-451768**

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